Position Title:	**Temporary Computer Operator**
Type of Appointment/ Full Level of Performance:	**FSN PSC - 7**
Area of Consideration:	**All interested candidates who have the required work and/or residency permits**
Location of Position:	**Executive Office (EXO) – USAID/Tegucigalpa**
Starting Date:	**December 22, 2011**
Closing Date:	**January 7, 2012**
Hours of Work:	**Monday through Friday (40 hours per week)**
Length of Appointment:	**1 Year with option to extend 2 more years**

BASIC FUNCTION:

The incumbent will provide IT systems support to the USAID network operations, including but not limited to: Help-Desk response, user assistance and training, systems and applications troubleshooting, network administration and deployment of new servers.   Will also provide users support for all USAID/W web base applications and RSA (Remote Security Access) security tokens for remote access. Routine hardware installation (computer desktop, network printers, network scanners, audio visual equipment) and monitoring telecommunications.

MAJOR DUTIES AND RESPONSIBILITIES:

DISCLAIMER: This job description summarizes the core responsibilities assigned to the position; however, it in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.

Maintenance and Hardware Repair

Given the high level of utilization of computers and other related equipment, the incumbent will keep LAN equipment in high availability status. This includes troubleshooting of PCs, servers, network printers, scanners, etc., replacing parts that need replacement and preventive maintenance as requested by the equipment vendors. Incumbent must also be able to upgrade antivirus software on servers and the users' side. Incumbent must have the knowledge to make network cables (RJ45) and run network cables. **(35%)**

LAN and WAN Operation and Administration

The primary objective of IT support work is ensuring the highest network day to day availability. The incumbent will also work with the Information Systems Manager to install and maintain network software to servers and clients (PCs), upgrade of new software releases, optimize network performance, and upgrade client software and maintain backed up copies of server data to prevent accidental loss. The incumbent will also troubleshoot PCs, LAN equipment and servers, by replacing broken parts and performing preventive maintenance as requested by the equipment vendors; maintaining system images and antivirus software on servers and users' side and controlling access to Mission devices. **(30%)**

Software Development

The incumbent will develop system applications, while programming in MS Visual Basic, Excel, Access, Share Point and script writing. Develop of Web pages (Adobe Dreamweaver, Adobe Photoshop, HTML, etc.) and produces operational and user's manuals of applications developed. **(10%)**

Application Support

This includes support for word processing, spreadsheet, graphics and all other software that are in use in USAID/Honduras. The incumbent will work with the systems manager to manage and oversee the entire applications portfolio for the Mission, including but not limited to the most complex and sophisticated applications developed by USAID/W and the Mission communications and operations management, such as: WINTA (Time and Attendance for FSN employees), E2 (Travel Authorization System), e-CC (Electronic Certification System), FACTS (Foreign Assistance Coordination and Tracking System), GLASS (Global Acquisition and Assistance) and mission intranet and WEBPASS (Post Administrative Software Suite). **(10%)**

User Training

The incumbent will be responsible to conduct in-house training to the users on how to handle commercial corporate applications and carry out end-user training in the operation of core applications such as ASIST, MS Office, and other software. Incumbent will also train new employees about all security aspects of the network. **(10%)**

WARP Telecommunication Equipment Operation and Monitoring

The incumbent will be responsible of the daily monitoring of the WARP equipment operation (direct link to AIDW, Voice Over IP (VOIP), modem connection to DTSPO and link to local ISP, Cisco switches, Nokia Firewall) as well have the ability to problem solve on site or calling CIO or vendor support to enable smooth and reliable WARP equipment operation. **(5%)**

DESIRED QUALIFICATIONS:

EDUCATION: College degree in the fields of computer science, information systems, or equivalent is required.

EXPERIENCE: Minimum of three to five years of experience in the network administration, PC support and any other equipment that is attached to a network. Experience on Windows 2003 Servers & Exchange 2003 Servers/WEB Servers (IIS), as well as laser printers, scanners, and basic knowledge of network switches.

LANGUAGE: Level III - Good working knowledge in English and Spanish so the incumbent is able to communicate, read and understand regulations, instructions and related material concerning the field of work and prepare correspondence and standardized reports.

KNOWLEDGE: A thorough knowledge of computer equipment operations; hardware and software technology such as Windows 2003/2008 Server, Exchange 2003, telecommunications devices, acquisition and procedures relative to computer hardware and software. Good knowledge of Windows XP and the Microsoft Office Suite 2010, web pages design. The possession of Microsoft Certification is desirable.

SKILLS AND ABILITIES: Good technical skills to trouble-shoot common IT problems, diagnose hardware and software problems. Excellent interpersonal and communication skills are essential to train and work effectively with other team members, ability to design and maintain LAN, and PC configurations. Ability to work under minimum supervision and continuously update his/her knowledge conducting self-training in the IT area. The incumbent should demonstrate initiative, resourcefulness, good attitude, enthusiasm and good judgment in making decisions.

Additional selection criteria: The selected applicant will have to satisfy the requirements of a pre-employment medical and security clearance. Compensation will be in accordance with the Local Compensation Plan (LCP). In addition to a generous benefits package, monetary compensation ranges from L.216,045.00 to L.367.277.00 per year. The initial appointment may be at a lower grade than advertised if no suitable applicant possesses the qualifications listed above. This position is located in the Executive Office of USAID/Tegucigalpa.

Qualified applicants should submit their **résumé in English** to USAID/Honduras no later than **Saturday, January 7, 2012.** Applications can be sent by mail to: USAID/Honduras EXO/PER, P.O. Box 3453; by e-mail to: computeroperator@usaid.gov; or by fax to: 2236-7776. Please ensure the application makes reference to the Vacancy Announcement number or PositionTitle mentioned in this announcement.

Ken Seifert
Acting Executive Officer